

# Instructions

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**NOTE:** To receive calls from a correctional facility, you must use a touch-tone telephone.

1. When you answer a call from a correctional facility, you will hear a computerized voice. Wait for the voice to finish speaking, and then follow the instructions to accept, decline or block the call.
2. If you do nothing or select the option to decline the call, the phone will hang up without a charge to your telephone number.  
**NOTE:** The facility reserves the right to limit the number of times a called number may be declined or accepted within a given time period.
3. If you choose to accept the call, begin speaking after selecting this option.  
**NOTE:** To protect you and provide equitable telephone access for all inmates, the correctional facility may place a time limit on calls. Many facilities provide a warning tone 30 seconds before a call is terminated.
4. The call will either appear on your local telephone company bill or an invoice directly from Correctional Billing Service. If using a prepaid account you will not receive an invoice, the charge will be deducted directly from the money you prepaid.  
**NOTE:** If you do not pay this bill within 30 days, your telephone number may be blocked from receiving calls from any facility served by Correctional Billing Service.
5. If you do not wish to receive calls from a correctional facility, contact Correctional Billing Service's Customer Service at 1-800-844-6591 or [www.CorrectionalBillingServices.com](http://www.CorrectionalBillingServices.com).

*... A Helping Hand When You Need It Most*

**CBS**  
Correctional Billing Services  
P.O. Box 1010  
Selma, AL 36702

## Friends & Family Telephone Service Guide



**CBS**  
Correctional Billing Services

*Part of the SECURUS Family*

## About Us

Correctional Billing Services (CBS), a division of Evercom Systems Inc. and T-Netix Inc., is the only nationwide provider to offer Customer Care and Account Activation Centers solely dedicated to the friends and family members of inmates.

CBS represents over 3,100 correctional facilities nationwide. We provide customer service information through e-mail, website, Friends & Family Assistance Centers (Kiosk) in select facility lobbies and by toll-free number.

To assure families are able to stay in contact, our billing support department provide multiple account servicing programs to fit any requirement.

# 1-800-844-6591

### Representatives Available (Central Time)

**Mon-Fri: 7 AM to 9 PM**

**Sat/Sun: 8 AM to 6 PM**

### Visit Our Website at:

**[www.CorrectionalBillingServices.com](http://www.CorrectionalBillingServices.com)**

### Email us at:

**[customer\\_service@CorrectionalBillingServices.com](mailto:customer_service@CorrectionalBillingServices.com)**

### Payments:

**Correctional Billing Services  
P.O. Box 2022  
Mechanicsburg,  
PA 17055-0700**

### Correspondence:

**Correctional Billing Services  
P.O. Box 1010  
Selma, AL 36702**

## Prepaid Accounts

You can avoid interruption of your service and control costs at the same time with our Prepaid accounts. By paying for your calls in advance you can manage you spending and ensure that the line is open so long as funds are kept in the account. To establish and maintain a prepaid account, you can use our automated system or speak to a Customer Service Representative using a credit card or check. Western Union Quick Collect and payments by mail are also available. If payments made by mail, we also accept money orders, cashiers checks and other forms of guaranteed payments.

We also offer you the opportunity to obtain account information 24 hours a day, 7 days a week through our AUTOMATED SYSTEM.

## To Avoid Being Disconnected

To protect witnesses and legal personnel, some calling deterrents could be present on our phone system. To talk on the phone with someone confined in a correctional facility, you must use a touch-tone telephone. If you do any of these things during the call, you could be disconnected, so....

### DON'T:

- transfer the call
- put the call on Hold
- use or answer Call Waiting
- use a cell phone & / or cordless phone (static could cause a disconnect)
- press extra (additional) numbers on the touch-tone keypad
- stop your conversation for any length of time (a period of silence may cause a disconnect)
- try to make any kind of 3-way call

## Policy and Procedures

1. Each account is assigned a payment verification point (PVP). This is your spending limit for a rolling 90 day period. If you exceed your PVP within the 90 days the line will be blocked from receiving calls until the earlier calls have dropped off. You will receive an automated COURTESY CALL when you near 75% of the PVP. Note: If you would prefer not to have a PVP or the 90 day timeframe, we recommend using our Prepaid account.
2. For your protection we have placed a \$50.00 limit on the total cost of calls that may be accepted within a 24 hour time period. This is called a HIGH VELOCITY restriction. You may be able to have this restriction lifted by calling CBS and doing one of the following:
  - A. You can pay the unbilled charges that have not already been sent to you local phone company via Credit card (If available).
  - B. If you are directly billed by CBS, you can make a payment by speaking to a Customer Service Representative or sending your payment through Western Union.

